

# Holland+Knight

Tel 202 955 3000  
Fax 202 955 5564

Holland & Knight LLP  
2099 Pennsylvania Avenue, N.W., Suite 100  
Washington, D.C. 20006  
www.hklaw.com

ORIGINAL

July 1, 2005

DAVID A. O'CONNOR  
202-828-1889  
david.oconnor@hklaw.com

VIA HAND DELIVERY

RECEIVED

JUL - 1 2005

Federal Communications Commission  
Office of Secretary

Marlene H. Dortch, Esq.  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Dana Jackson  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th Street, SW  
Room CY-C417  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: **HAMILTON RELAY, INC.**

Annual Consumer Complaint Log Summaries (June 1, 2004 - May 31, 2005)  
CG Docket 03-123

Dear Ms. Dortch and Ms. Jackson:

Hamilton Relay, Inc. ("Hamilton"), by its attorney and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2004 - May 31, 2005. The enclosed complaint logs cover Hamilton's provision of interstate traditional relay service, IP Relay and Video Relay Services ("VRS"). Hamilton is located at 1001 12<sup>th</sup> Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For traditional interstate TRS, Hamilton's complaint summary is associated with the following database categories:

No. of Copies rec'd 0+4  
List ABOVE

Traditional Interstate TRS Database Categories

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

For IP Relay, Hamilton's complaint summary is associated with the following database categories:

IP Relay Database Categories

- Miscellaneous External Complaints
- No Notice of How to Complain to FCC
- CA Did Not Keep User Informed
- CA Typing
- Poor Vocal Clarity/Enunciation
- CA Accuracy/Spelling/Verbatim
- CA Typing Speed
- CA Misdialed Number
- Miscellaneous Service Complaints
- Replaced CA Improperly in Middle of Call
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Caller ID Not Working Properly
- CA Gave Wrong Information
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Improperly Handled ASL or Related Culture Issues
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Policy/Procedure
- CA Hung Up on Caller
- Didn't Follow Emergency Call Handling Procedure
- Improper Use of Customer Data
- Miscellaneous Technical Complaints
- Busy Signal/Blockage
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Connect Time (TTY/Voice)

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. In some cases, it is not clear that the calls which generated these complaints came through the relay centers that process Hamilton Internet Relay calls. However, Hamilton believes that it is important for the Commission to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay, and to take other measures to counter Internet Relay fraud in a manner consistent with the guidance provided by the Commission in the Public Notice dated June 18,

2004. See *FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert*, Public Notice, DA 04-1738 (rel. June 18, 2004).

For VRS, Hamilton's complaint summary is associated with the following database categories:

VRS Database Categories

- Miscellaneous External Complaints
- 911 External Complaints
- No Notice of How to Complain to FCC
- Interpreter Accuracy/Verbatim
- Didn't Follow Policy/Procedure
- Replaced Interpreter Improperly in Middle of Call
- Confidentiality Breach
- Ringing/No Answer
- Miscellaneous Service Complaints
- Didn't Follow Emergency Call Handling Procedure
- Interpreter Gave Wrong Information
- Didn't Follow Voice Mail/Recording Procedure
- Interpreter Rude
- Interpreter Misdialed Number
- Interpreter Did Not Keep User Informed
- Caller ID Not Working Properly
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Customer Data
- Interpreter Hung Up on Caller
- Miscellaneous Technical Complaints
- VCO Break-Down
- Busy Signal/Blockage
- Connect Time (TTY/Voice)
- Line Disconnected

Finally, Hamilton did not receive any complaints with respect to its provision of interstate STS or interstate Spanish relay services. With respect to captioned telephone relay ("CapTel"), Hamilton reports all CapTel complaints to the participating CapTel states (Wisconsin, Maine, Nebraska, Kentucky, and Wyoming). The participating states include all interstate and intrastate CapTel complaints on their reports submitted to the Commission.

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all

July 1, 2005

Page 5

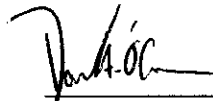
complaints within 72 hours of receipt. All of the complaints discussed in the enclosed documents have been resolved.

An original and four copies of this filing are enclosed, plus an extra copy for date-stamp purposes. Also enclosed is a diskette containing an electronic version of this filing.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

HOLLAND & KNIGHT LLP



---

David A. O'Connor  
Counsel for Hamilton Relay, Inc.

Enclosure

cc (via e-mail): Dana.Jackson@fcc.gov

# 3034117\_v1

# ***Hamilton Relay Complaint Report (Traditional TRS)***

***6/1/04 to 5/31/05***

---

## ***External Complaints— Miscellaneous***

***Inquire Date 6/16/04  
Record ID 6774  
Call Taken By Supervisor  
CA Number  
Responded By Christa Cervantes  
Response Date 6/16/04  
Resolution 6/16/04***

Caller is having trouble with a chat room on the library computer.

Lead Supervisor directed the caller to get in contact with the Library Staff for help with the library computer. Customer understood.

---

## ***External Complaints— Miscellaneous***

***Inquire Date 8/6/04  
Record ID 7520  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/6/04  
Resolution 8/6/04***

Customer is receiving fraudulent calls for large orders at their business, but the contact is not giving a contact phone number. Customer wondered if the relay knew the correct telephone number when someone is placing a call through the relay.

Customer Service stated that due to the confidentiality laws, the relay would not be able to give her that information. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

## ***External Complaints— Miscellaneous***

***Inquire Date 4/22/05  
Record ID 8974  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 4/22/05  
Resolution 4/22/05***

Customer was upset as he tried to place a call to a company and the company refused to accept the relay call. Customer stated that he did speak to a Supervisor at the Company.

Customer Service directed the customer to contact the company again and ask for the Manager or the Supervisor. Customer Service referred the customer to the FTC or the Better Business Bureau and gave the customer contact information for both agencies. Customer was satisfied.

---

## ***Service Complaints—CA Accuracy/Spelling/Verbatim***

***Inquire Date 4/16/05  
Record ID 9128  
Call Taken By Lead CA  
CA Number 1275  
Responded By Jody Kent/Barb  
Handrup  
Response Date 4/16/05  
Resolution 5/2/05***

Customer called to complain that the CA was using vulgar language that was typed from the Originator of the call. Customer stated the Originator of the call was his grandmother and she would never use that kind of language. Customer felt that the CA had to be changing the conversation.

When the Lead CA tried to acquire the additional information to give this information to the Relay Manager the customer became very belligerent with the Lead CA and started calling the Lead CA names. Lead CA stated that this language would not be tolerated and his call was being disconnected. The information was forwarded to the Relay Managers. It was discovered that the CA in question was not working that night.

---

---

***Service Complaints--Didn't  
Follow Policy/Procedure***

***Inquire Date 5/22/05  
Record ID 9250  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/22/05  
Resolution 2/22/05***

Customer wanted to know if the relay had a copy of the number that contacted her. Customer stated that she had to switch phones and thought that she missed some of the conversation. Customer asked the CA to please repeat if anything was typed and the CA stated that "She could not give her that information and please direct the conversation to the caller."

Customer Service stated that due to the confidentiality laws, so the relay would not be able to give her that information. Customer Service stated that because the customer was asking for clarification of something that was not heard, the CA should have informed her of this information. Customer Service apologized to the customer and stated that the CA would be counseled in regards to this issue. Customer understood. Customer Service emailed the technicians to try and locate a CA number, though no record of the call could be found, so no CA number was associated with this call.

---

***Service Complaints--  
Miscellaneous***

***Inquire Date 4/26/05  
Record ID 1151  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 4/26/05  
Resolution 4/26/05***

Customer has been receiving harassing phone calls through Relay and would like phone number blocked.

Customer Service explained ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer call his/her local telephone company or report the incident to local law enforcement. Customer Service further explained that if the customer gets a court order, then we could release the call information to the court.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/8/04  
Record ID 6952  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/8/04  
Resolution 7/8/04***

Caller is upset because she is getting harassing phone calls through the relay. Wanted to know if there is a law that states you can not use profanity over the telephone. What can be done about this type of calling?

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer Service directed the customer to the FCC website to look into the laws that she spoke of. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/12/04  
Record ID 6954  
Call Taken By Supervisor  
CA Number  
Responded By Christa/Barb  
Response Date 7/12/04  
Resolution 7/12/04***

Customer wanted a block placed on the line. Customer has been receiving harassing phone calls through the relay.

Relay Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Relay Manager suggested that the customer contact the local telephone company or report the incident to law enforcement. Relay Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/24/04  
Record ID 6960  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 7/26/04  
Resolution 7/26/04***

Customer would like to block all Hamilton Relay calls from their phone. Customer does not want to receive any calls from the relay because she is getting prank phone calls late at night.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/25/04  
Record ID 7960  
Call Taken By Lead CA  
CA Number 543  
Responded By Vicki Hawthorne  
Response Date 11/25/04  
Resolution 11/25/04***

Customer had a complaint about a CA leaving a disgusting message on her answering machine. Customer said she contacted AT&T and was told they only have 4 digit CA numbers. The customer was unable to contact MCI and the Sprint number was busy.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Relay or another Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/10/04  
Record ID 8069  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/10/04  
Resolution 12/10/04***

Customer would like to block calls from the relay to his/her number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact his/her local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/10/04  
Record ID 8067  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/10/04  
Resolution 12/10/04***

Customer wanted relay calls blocked from his/her number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact his/her local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was pleased.

---



---

**Technical Complaints--**  
**Miscellaneous**

**Inquire Date 11/26/04**  
**Record ID 8085**  
**Call Taken By Customer Service**  
**Rep**  
**CA Number**  
**Responded By Tina Collingham**  
**Response Date 11/26/04**  
**Resolution 11/27/04**

Customer was very upset as she believes that someone at Hamilton Relay has stolen her e-mail account and is using it. Customer received a Mailer Daemon from Hamilton.net that said stolen. It was an automatic generated e-mail from McAfee.

Customer Service would have the Technical Department look into this issue. Customer Service made sure that the customer did not try to sign up for any of the Hamilton Internet Relay services on line. Customer Service forwarded all of this information to the Technical Department. The technician stated that the error the customer received was when she tried to access HIP with a virus on her computer. Customer Service informed the customer of this information and the customer understood.

---

# 3034106\_v1

# ***Hamilton Internet Protocol (HIP) Relay Service Complaint Report***

***6/1/04 to 5/31/05***

---

## ***External Complaints— Miscellaneous***

***Inquire Date 6/7/04  
Record ID 5607  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
(LL)  
Response Date 6/8/04  
Resolution 6/8/04***

Customer is having a problem with his pager.

Supervisor informed the customer that Customer Service would contact him tomorrow. Customer Service e-mailed the customer and found that the customer is having problems with Spam and Spyware on his pager. Customer Service further explained that the customer would need to contact the company where he purchased the pager for more assistance. Customer was satisfied.

---

## ***External Complaints— Miscellaneous***

***Inquire Date 7/11/04  
Record ID 5666  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 7/11/04  
Resolution 7/11/04***

Customer wanted to know how to reach her deaf son using a computer at the library.

Lead CA found that the customer did not know her son's e-mail address. Lead CA explained to the customer that without the customer knowing this information, she would not be able to e-mail her son. Customer was upset.

---

## ***External Complaints— Miscellaneous***

***Inquire Date 7/14/04  
Record ID 5672  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/14/04  
Resolution 7/14/04***

Customer said they could not reach the relay when dialing 877 IP Relay.

Customer Service informed the customer that the 877 IP Relay number was a number used by another provider and not a Hamilton Relay telephone number. Customer understood.

---

## ***External Complaints— Miscellaneous***

***Inquire Date 11/27/04  
Record ID 6071  
Call Taken By Lead CA  
CA Number  
Responded By A. Flunker  
Response Date 11/27/04  
Resolution 11/27/04***

Customer was experiencing difficulties in retrieving e-mail from his AOL account. Customer stated that he could not use AIM to go from TTY to TTY.

Lead CA explained that if the customer was having trouble with AOL then he would want to contact AOL technical support. There has been no further contact from this customer in regards to this issue.

---

---

**External Complaints—  
Miscellaneous**

**Inquire Date** 4/18/05  
**Record ID** 7029  
**Call Taken By** Customer Service  
**Rep**  
**CA Number**  
**Responded By** Barbara Worley  
**Response Date** 4/18/05  
**Resolution** 4/18/05

Customer called with a complaint about a HIP Relay CA. The CA's typing was very slow with numerous errors. During the call, the customer asked to speak with the Supervisor and the CA stated that she could not.

After receiving the CA number 5207F, Customer Service informed the customer that this was not a HIP Relay CA. Customer Service gave the number to contact other IP Relay services. Customer understood.

---

**Service Complaints—CA Did not  
Keep User Informed**

**Inquire Date** 1/7/05  
**Record ID** 6213  
**Call Taken By** Program Mgr  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 1/10/05  
**Resolution** 1/10/05

Customer was very unhappy because the CA that handled her call this morning spoke quietly and refused to repeat the information that the customer did not hear.

Outreach Specialist apologized to the customer and asked for the CAs number. Customer was unsure of the CA number. Outreach Specialist stated that we would continue to monitor all CAs to ensure correct call processing.

---

**Service Complaints—CA Did not  
Keep User Informed**

**Inquire Date** 5/10/05  
**Record ID** 7169  
**Call Taken By** At Work Station  
**CA Number** 1390  
**Responded By** Karen Rowe  
**Response Date** 5/10/05  
**Resolution** 5/10/05

Customer stated that the CA did not give his CA number at the beginning of the call and asked him for the number to call. Customer stated that he was not really complaining but just wanted to inform the Supervisor.

Supervisor apologized to the customer for the inconvenience and stated that the CA was still in training and would continue to receive further training on this issue. Customer understood. CA received further training and was counseled in regards to this issue.

---

**Service Complaints—CA Did not  
Keep User Informed**

**Inquire Date** 5/11/05  
**Record ID** 7172  
**Call Taken By** Lead CA  
**CA Number** 1132  
**Responded By** Lori Goff  
**Response Date** 5/11/05  
**Resolution** 5/11/05

Customer stated that he/she did not receive any typing from the CA. Customer was unaware that the call was still in progress and that the CA was still on the line. Customer stated that he/she could send a copy of the conversation to the relay if necessary.

Supervisor checked on the CA at the workstation and did notice that the CA was typing but apparently the customer was not receiving the typing. After the CA typed the recording to the customer there was no response from the customer. Supervisor explained that the CA did not hang up on her and apologized for the situation. CA was counseled on correct call procedures. Customer understood.

---

---

***Service Complaints--CA Gave  
Wrong Information***

***Inquire Date 5/20/05  
Record ID 7110  
Call Taken By Operations Mgr  
CA Number 1239F  
Responded By Diane Taylor  
Response Date 5/20/05  
Resolution 5/20/05***

Customer had received a HIP call, where the other party e-mailed him later showing that the CA had changed a word in the conversation that changed the context of the call.

Assistant Operations Manager apologized and informed the customer that the CA would be counseled. CA was counseled and customer informed of the information.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 9/8/04  
Record ID 7184  
Call Taken By  
CA Number  
Responded By Sara  
Response Date 9/8/04  
Resolution 9/8/04***

Customer called through HIP Relay and complained that the CA had disconnected her.

Customer Service apologized to the customer and informed her it appeared the call was timing out because of lengthy hold times on an 800 number. CA was typing "holding" while the customer was waiting, then the pager would automatically time out and disconnect the call. The technical department verified that the customer's pager was timing out and disconnecting. Customer understood and was satisfied.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 11/30/04  
Record ID 6076  
Call Taken By Supervisor  
CA Number 1265 F  
Responded By Derek/Joe  
Response Date 11/30/04  
Resolution 11/30/04***

Customer stated that the CA disconnected him.

Supervisor apologized to the customer and informed him that he would look into the problem. . The customer did not want a return call. Supervisor had the technical department investigate what happened on the call. The technical department found that no information was received by the CA and the Term party was released. CA indicated that he was not receiving any typing from the customer after he was given the number to dial. The technical department found that no information was received by the CA, the Term party was released. Because there was no response from the Originator, the Originating party was released as well. Supervisor found that the CA did follow the proper procedure on this call.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 2/25/05  
Record ID 6394  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/25/05  
Resolution 2/25/05***

Customer stated that the CA disconnected her and wondered why this happened.

Customer Service forwarded the information to the technical department. The technical department discovered that there was a lost connection on the side of the user. Customer Service notified the customer of the information. Customer understood.

---

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 4/19/05  
Record ID 7035  
Call Taken By Supervisor  
CA Number 1155 F  
Responded By Tina Collingham  
Response Date 4/21/05  
Resolution 4/21/05***

Customer stated that the CA disconnected while the customer was on hold.

Supervisor apologized and stated that Customer Service would notify the customer of the resolution. The technical department investigated the call and discovered that the customer disconnected before the CA. Customer Service emailed the information to the customer.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 5/10/05  
Record ID 7076  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 5/10/05  
Resolution 5/10/05***

Customer stated the CA stopped typing and disconnected.

Customer Service was trying to get a call back number when the customer's line disconnected. Each time Customer Service has tried to contact the customer, the line disconnects. Customer Service believes there is a problem with the customer's computer.

---

***Service Complaints--CA Hung  
Up on Caller***

***Inquire Date 5/24/05  
Record ID 7137  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 5/24/05  
Resolution 5/24/05***

Customer stated that in the middle of a call he/she was disconnected.

Customer Service tried to ask for more details and the customer hung up. There has been no further contact from the customer.

---

***Service Complaints--CA  
Misdialed Number***

***Inquire Date 3/29/05  
Record ID 6869  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 3/29/05  
Resolution 3/29/05***

Customer sent a copy of a conversation to Customer Service. Customer was very upset that the CA dialed the wrong number and then argued with the customer that he dialed the number not the CA.

Customer Service examined the call information and found that the customer did in fact put one extra number in the middle of the number that caused the misdial. Customer Service contacted the customer to apologize for the inconvenience and explained how the misdial occurred. Customer Service assured the customer that the CA would be counseled on clarifying her statements in a professional manner. CA was counseled in regards to this issue. Customer was satisfied.

---

---

**Service Complaints--CA Typing**

Customer stated that all Internet Relay CAs have terrible typing skills and would like the Supervisor to monitor and improve these skills.

**Inquire Date** 3/29/05  
**Record ID** 6872  
**Call Taken By** Program Mgr  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 3/29/05  
**Resolution** 3/29/05

Outreach Specialist thanked the customer for calling and assured the customer that this information would be forwarded to the appropriate people. Outreach Specialist also stated that CAs typing skills are monitored on a regular basis. CAs are encouraged to practice typing before each shift. Customer understood.

---

**Service Complaints--CA Typing**

Customer complained that the CA had poor typing and bad grammar.

**Inquire Date** 4/18/05  
**Record ID** 7030  
**Call Taken By** Supervisor  
**CA Number** 1272  
**Responded By** Lori Goff  
**Response Date** 4/18/05  
**Resolution** 4/18/05

Supervisor apologized to the customer and stated that the CA would be retrained and typing practice and tests would be administered. CA was worked with and has continued to improve. CA's last typing test was 66 WPM with 93% accuracy.

---

**Service Complaints--Didn't Follow Policy/Procedure**

Customer is trying to call to a pager through the Lormar system and is using the correct access number. CA informed the customer they were connecting and then the customer received TTY tones.

**Inquire Date** 8/5/04  
**Record ID** 5736  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Mila Simmons (LL)  
**Response Date** 8/5/04  
**Resolution** 8/5/04

Supervisor called to the Lormar Call Center and spoke to a Lormar Supervisor. Lormar Supervisor stated the CA was in error when processing the call. Supervisor had already spoken with the CA. Supervisor informed the customer to please try her call again. Customer attempted another call and the call was placed with no problems.

---

**Service Complaints--Didn't Follow Policy/Procedure**

Customer was upset because the CA would not process his relay call and kept typing SKSK to get him to hang up.

**Inquire Date** 9/3/04  
**Record ID** 5776  
**Call Taken By** Supervisor  
**CA Number** 1217  
**Responded By** Donte  
**Response Date** 9/3/04  
**Resolution** 9/3/04

Supervisor informed the customer that the CA would be counseled and monitored closely to ensure proper procedures are being followed. Customer was satisfied and the CA was counseled.

---

**Service Complaints--Didn't Follow Policy/Procedure**

When an employee was placing test calls on some new equipment, the customer stated that she had several problems with a CA. The CA did not read the language to her correctly and asked for the entire e-mail address, when only a portion of the address is needed. Also, the CA did not wait 75 seconds for the customer to respond.

**Inquire Date** 9/22/04  
**Record ID** 5774  
**Call Taken By** Customer Service  
**CA Number** 1139  
**Responded By** Tina Collingham  
**Response Date** 9/22/04  
**Resolution** 9/22/04

Customer Service thanked her for the e-mail and informed her that the CA would be monitored to make sure that she is following the proper procedures while handling Hamilton Wireless calls. CA was counseled on the proper procedures.

---

---

***Service Complaints—Didn't  
Follow Policy/Procedure***

***Inquire Date 12/13/04  
Record ID 6104  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 12/13/04  
Resolution 12/13/04***

Customer would like to place a call using HIP Relay Wireless Service to an OGO user. Customer is unsure how to contact an OGO user. Customer returned a call to the relay and stated the e-mail address that she was given from the OGO user did not work.

Supervisor explained that the customer would need to give the CA an e-mail address or screen name in order to place a call. After trying to place the call, the customer contacted the Supervisor again. Supervisor explained in the second call, that the OGO user has not registered with the HIPRelay Wireless Service to receive relay calls. Customer understood.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 6/2/04  
Record ID 5534  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 6/2/04  
Resolution 6/2/04***

Customer has been receiving fraudulent calls through the relay and would like the number blocked.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service also explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 6/4/04  
Record ID 5536  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 6/4/04  
Resolution 6/4/04***

Customer has been receiving fraudulent calls through Sprint Relay. Customer would like to block their number from all relay providers.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Because the customer stated the calls were coming from another Internet Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 6/10/04  
Record ID 5541  
Call Taken By Supervisor  
CA Number  
Responded By Barbara Worley  
Response Date 6/14/04  
Resolution 6/14/04***

Customer was concerned about the calls received through the relay attempting to order merchandise to be shipped to Africa. Customer wants to know what can be done and if the relay is aware of this activity.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 6/18/04  
Record ID 5588  
Call Taken By Supervisor  
CA Number  
Responded By Christa Cervantes  
Response Date 6/18/04  
Resolution 6/18/04***

Customer would like to block his number from fraudulent calls through IP Relay.

Outreach Specialist explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Because the customer stated the calls were coming from another Internet Relay provider, Outreach Specialist gave the appropriate Customer Service number for the other provider to the customer. Outreach Specialist suggested the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 6/21/04  
Record ID 5592  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 6/21/04  
Resolution 6/21/04***

Customer had received a death threat this morning through Sprint Relay. Sprint is blocking her number and gave her the telephone numbers for AT&T and HIP, so she could have her number blocked. AT&T is blocking her telephone number also. Customer wants HIP to block her telephone number so she does not receive anymore of these calls.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested the caller contact law enforcement as that is our recommendation under these circumstances.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 6/23/04  
Record ID 5615  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 6/23/04  
Resolution 6/23/04***

Customer was wanting to know if there was a way to block calls coming in through the relay, because she is receiving fraudulent calls through the IP Relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/1/04  
Record ID 5653  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 7/1/04  
Resolution 7/1/04***

Customer has been receiving fraudulent Internet Relay calls. Customer would like to block his/her number.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---



---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/6/04  
Record ID 5655  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 7/7/04  
Resolution 7/7/04***

Customer has been receiving fraudulent calls through IP relay. Customer would like the calls to be blocked.

Customer Service also explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/7/04  
Record ID 5656  
Call Taken By Supervisor  
CA Number  
Responded By Barb Handrup  
Response Date 7/8/04  
Resolution 7/8/04***

Customer wanted calls blocked from receiving IP calls, as the other providers are blocking his number. The customer would like a call from the Relay Manager about this issue.

Supervisor stated that the Relay Manager would contact the customer. Relay Manager explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Relay Manager explained that she could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/7/04  
Record ID 5659  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Barb Williams  
Response Date 7/10/04  
Resolution 7/10/04***

Customer had a question concerning proper procedures to follow when receiving a fraudulent call through the relay. Customer had received a large order and suspects fraud.

Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/12/04  
Record ID 5667  
Call Taken By Supervisor  
CA Number  
Responded By Christa Cervantes  
Response Date 7/12/04  
Resolution 7/12/04***

Customer had received a fraudulent call for a large order overseas. Customer received the call through HIP.

Outreach Specialist explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Outreach Specialist further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/14/04  
Record ID 5673  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/14/04  
Resolution 7/14/04***

Customer is receiving harassing phone calls from a number and the CA number was 7653. Customer wants to know if the call was from Hamilton Internet Relay.

Customer Service explained that the CA number was not associated with a Hamilton CA and gave the appropriate Customer Service numbers for the other providers to the customer. Customer Service suggested contacting law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/15/04  
Record ID 5698  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/16/04  
Resolution 7/19/04***

Customer would like his number blocked so that he does not receive calls through HIP Relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/15/04  
Record ID 5674  
Call Taken By Supervisor  
CA Number  
Responded By Christa Cervantes  
Response Date 7/15/04  
Resolution 7/15/04***

Customer wanted his number blocked from receiving IP Relay calls. Customer was very upset because the other IP Relay providers will block the calls, but Hamilton Relay will not.

Outreach Specialist explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Outreach Specialist suggested that the customer contact their local telephone company or report the incident to law enforcement. Outreach Specialist further explained that if the customer obtains a court order, then we could release the call information to the Court. Outreach Specialist explained that she could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/16/04  
Record ID 5683  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/16/04  
Resolution 7/16/04***

Customer questioned if the relay was aware of fraudulent calls through the relay. Customer also wanted to know how to get fraudulent calls blocked from his/her line.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/22/04  
Record ID 5714  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 7/26/04  
Resolution 7/26/04***

Customer wanted her number blocked from receiving IP relay calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/24/04  
Record ID 5716  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 7/24/04  
Resolution 7/24/04***

Customer has been receiving harassing Internet Relay calls and would like her number blocked from receiving these calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/26/04  
Record ID 5718  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 7/26/04  
Resolution 7/26/04***

Customer has been receiving IP fraudulent calls. Customer has been in contact with the police. Customer was told by police to contact the relay and find out where the calls were coming from.

It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor explained that due to confidentiality requirements, the customer must obtain a court order for calling information. Then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/28/04  
Record ID 5719  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/28/04  
Resolution 7/28/04***

Customer is extremely upset because the relay is placing harassing phone calls and wondered why the relay is not able to block the calls if we are placing these type of calls. Customer informed Customer Service that all of the other IP Relay providers were blocking his number.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a Court order, then we could release the call information to the Court. Customer Service explained that she could not comment on what other Internet Relay providers are doing in regards to this issue. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/30/04  
Record ID 5696  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/30/04  
Resolution 7/30/04***

Customer wanted her father's number blocked from receiving relay calls. Her father is receiving fraudulent phone calls through the relay system.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 7/30/04  
Record ID 5695  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 7/30/04  
Resolution 7/30/04***

Customer has been receiving fraudulent calls through the Internet Relay and wanted to know what information to gather so he/she could make a record of the call.

Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and the report this type of activity to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/2/04  
Record ID 5724  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/2/04  
Resolution 8/2/04***

Customer was very upset because he has been receiving fraudulent and harassing phone calls for seven months through the Internet Relay and he would like his number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/2/04  
Record ID 5723  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/2/04  
Resolution 8/2/04***

Customer has been receiving fraudulent calls from Nigeria. The person calling is trying to place large orders, but does not give all the required information. Customer would like to place a block on his line so he does not receive these calls any longer.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/2/04  
Record ID 5725  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/2/04  
Resolution 8/2/04*

Customer would like her number blocked from receiving Internet Relay calls. She has been receiving harassing phone calls in the middle of the night.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/3/04  
Record ID 5726  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 8/3/04  
Resolution 8/3/04*

Customer wanted the relay and internet calls to his number blocked. Customer stated they would contact law enforcement and was not upset with the relay.

Supervisor thanked the customer for calling. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to local law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/9/04  
Record ID 5732  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 8/10/04  
Resolution 8/16/04*

Customer was very upset because the relay would not block harassing phone calls that are received through HIP Relay. Customer wants a copy of the written FCC and ADA laws.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer Service contacted the customer to inform him that the relay had mailed a letter stating why the relay is unable to block the calls and also include a copy of the FCC and ADA laws. Customer was still very upset.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/9/04  
Record ID 5733  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 8/9/04  
Resolution 8/9/04*

Customer has been receiving relay calls in the middle of the night that are harassing and wants a block placed on the line.

Supervisor explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/10/04  
Record ID 5735  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/10/04  
Resolution 8/10/04*

Customer has been receiving harassing phone calls through the Internet Relay and wants his number blocked. Customer stated that the calls are at all hours. Customer also stated that he has had problems with vandalism on his property and the FBI and the police are involved.

Customer Service thanked the customer for calling. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/10/04  
Record ID 5737  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/10/04  
Resolution 8/10/04*

Customer is requesting Hamilton Internet Relay to place a global block on his line so he does not receive anymore harassing calls through the internet relay. The other companies will block his line and asked why Hamilton won't.

Customer Service explained to the Customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the Customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer Service explained that she could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/10/04  
Record ID 5740  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Dixie/Beth  
Response Date 8/11/04  
Resolution 8/11/04*

Customer has been receiving harassing phone calls through HIP Relay during the night. The customer is diabetic and a heart patient. Customer wanted to know what the relay would do if he were to die on this call. Customer wants a formal letter of rejection on why Hamilton Internet Relay will not block these calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. The requested letter was sent to the customer from the Vice President of Relay.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/11/04  
Record ID 5741  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/11/04  
Resolution 8/11/04*

Customer has been receiving harassing phone calls through the relay and would like her number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/13/04  
Record ID 5744  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/13/04  
Resolution 8/13/04***

Customer wanted her number blocked through HIP Relay. Customer was upset that since we provide the service, there should be a way for the relay to stop the harassing calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/13/04  
Record ID 5745  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/13/04  
Resolution 8/13/04***

Customer has been receiving fraudulent calls through the Internet Relay, trying to place large orders to be shipped to Nigeria.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if the calls the customer has received were placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/14/04  
Record ID 5746  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 8/14/04  
Resolution 8/14/04***

Customer would like calls blocked to her number through HIP Relay. Customer called back and said that she did report this information to the authorities in order to obtain a court order but she is still very upset with Hamilton.

Lead CA stated that if we receive a court order, we will respond promptly.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/14/04  
Record ID 5747  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 8/14/04  
Resolution 8/14/04***

Customer has been receiving harrassing phone calls. On the customer's caller ID, the telephone number showed an 800 number. When the customer dialed this number, he received a recording that states to call 711 for service.

Because the above information is not associated with Hamilton, the Lead CA gave the appropriate Customer Service numbers for the other providers to the customer. Lead CA suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/16/04  
Record ID 5748  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/16/04  
Resolution 8/16/04***

Customer is receiving fraudulent calls through the Internet Relay service. Customer would like a global block on the phone line.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/18/04  
Record ID 5754  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/18/04  
Resolution 8/18/04***

Customer is receiving harassing phone calls through the Internet Relay. MCI said they could not blocks calls through the relay because of the Federal law and the customer wondered if this was true.

Customer Service said yes and explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/18/04  
Record ID 5753  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 8/18/04  
Resolution 8/18/04***

Customer has been receiving harassing phone calls through the relay. Customer was extremely upset and kept saying that there was a witness on the line, the relay CA. Why can't the relay stop this call when there is a witness on the line?

Customer Service explained that all relay calls are completely confidential, thus the CA is not a witness and are, by law, to be repeated verbatim. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 8/22/04  
Record ID 5756  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 8/22/04  
Resolution 8/22/04***

Customer wanted to put a block on his phone so he would not receive harassing phone calls through the relay. Customer stated that Sprint and MCI will be placing this block on his telephone line.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Lead CA stated that she could not comment on what other Internet Relay providers are doing in regards to this issue. Customer understood.

---



---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/26/04  
Record ID 5757  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 8/26/04  
Resolution 8/26/04*

Customer wanted HIP Relay calls blocked from his line.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 8/31/04  
Record ID 5768  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 9/1/04  
Resolution 9/1/04*

Customer has been receiving calls from Nigeria through the HIP Relay. Customer stated that he has already been scammed once and now the caller is threatening his employees.

Customer Service suggested that the customer report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 9/7/04  
Record ID 5823  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/7/04  
Resolution 9/7/04*

At the workstation, the customer wanted to let the relay know of the IP Relay fraud that is happening. Customer stated that Sprint gave her the Nebraska Relay voice number.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if the calls the customer has received were placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 9/8/04  
Record ID 5825  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 9/8/04  
Resolution 9/8/04*

Customer wanted her number blocked from receiving harassing phone calls through the relay. Customer did not understand how that would violate the rights of someone else and wanted to speak to a Manager.

Relay Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/9/04  
Record ID 5826  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 9/9/04  
Resolution 9/9/04***

Customer has been receiving IP Relay calls and does not want to receive these calls anymore.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact the local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/10/04  
Record ID 5829  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/10/04  
Resolution 9/10/04***

Customer is still receiving fraudulent calls through the relay and had talked to Customer Service previously.

Customer Service explained to the customer again that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/10/04  
Record ID 5831  
Call Taken By Supervisor  
CA Number  
Responded By Christa  
Cervantes/Tina Collingham  
Response Date 9/10/04  
Resolution 9/10/04***

Customer has been receiving IP fraudulent calls and would like his telephone number blocked. Customer is very upset that a company is opening up the door for a scam to happen, but yet cannot and will not do anything to shut that door and not allow this type of calling to take place.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/13/04  
Record ID 5832  
Call Taken By Supervisor  
CA Number  
Responded By Tina Collingham  
Response Date 9/14/04  
Resolution 9/14/04***

Customer has been receiving fraudulent IP calls and wants the calling to stop. Customer wanted to let the relay know that this is happening.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service also explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was thankful.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/16/04  
Record ID 5835  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/16/04  
Resolution 9/16/04***

Customer is receiving harassing phone calls in the middle of the night. Customer would like a block on the line so it does not happen through HIP Relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/17/04  
Record ID 5836  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/17/04  
Resolution 9/17/04***

Customer is very frustrated as he is receiving fraudulent phone calls through IP relay. The customer wants his number blocked from receiving relay calls of this type.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/17/04  
Record ID 5837  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 9/17/04  
Resolution 9/17/04***

Customer wants his/her number blocked immediately from receiving harassing relay calls through Internet relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/21/04  
Record ID 5775  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/24/04  
Resolution 9/24/04***

Customer has been receiving scam calls through Internet relay and is wanting the relay to put a stop to the scam.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Hamilton is continually working to eliminate international calling. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/29/04  
Record ID 5846  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 9/29/04  
Resolution 9/29/04***

Customer wanted the relay to be aware of the fraudulent calls that are occurring through HIP Relay. Customer stated that the FBI was already involved and would be requesting the records soon. Customer wanted to know exactly what records the FBI would be receiving.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer Service stated that the content of the call is not recorded, but had such information as telephone numbers or IP addresses and time of call would be made available with a court order. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/29/04  
Record ID 5782  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 9/30/04  
Resolution 9/30/04***

Customer wants to block IP relay calls and he/she is in the process of obtaining a court order subpoena to acquire the phone records. Customer wanted to know who the executive director was and when that person would be in the office.

Supervisor explained that due to the FCC and ADA rules for functional equivalency the relay is unable to place a block of this type on relay calls. Supervisor stated that the Operations Manager of the Relay Department would be in the office from 8:00 AM to 5:00 PM Monday through Friday. Customer stated that he/she would call back. As of 10/5/04 there has been no call back.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 9/30/04  
Record ID 5882  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Barbara Worley  
Response Date 9/30/04  
Resolution 9/30/04***

Customer was receiving fraudulent calls through HIP Relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to the local law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/4/04  
Record ID 5887  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/4/04  
Resolution 10/4/04***

Customer indicated that their company is receiving fraudulent phone calls through the relay and would like to know how to stop these types of calls.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 10/6/04  
Record ID 5897  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Brenda Malsbury  
Response Date 10/6/04  
Resolution 10/6/04*

Customer requested a block on his/her number as the customer is still receiving harassing phone calls through Internet relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 10/12/04  
Record ID 5918  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 10/13/04  
Resolution 10/13/04*

Customer's son has been receiving harassing phone calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 10/14/04  
Record ID 5925  
Call Taken By Supervisor  
CA Number 7635  
Responded By Mila Simmons  
Response Date 10/14/04  
Resolution 10/14/04*

Customer received a call from IP relay on his answering machine. The message was directed at his son and contained profanity and threats. Customer has already contacted the local police.

Supervisor stated tht the customer had done the right thing. Because the Customer stated that the calls were coming from another Internet Relay provider, the Supervisor gave the appropriate Customer Service number for the other provider to the customer. Customer was thankful.

---

***Service Complaints--  
Fraudulent/Harassment Call***

*Inquire Date 10/15/04  
Record ID 5926  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 10/15/04  
Resolution 10/15/04*

Customer has been receiving fraudulent calls through HIP Relay.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

**Service Complaints--  
Fraudulent/Harassment Call**

**Inquire Date** 10/18/04  
**Record ID** 5931  
**Call Taken By** Program Mgr  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 10/18/04  
**Resolution** 10/18/04

Customer would like his telephone number blocked from receiving calls through Internet relay.

Outreach Specialist explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Outreach Specialist suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

**Service Complaints--  
Fraudulent/Harassment Call**

**Inquire Date** 10/22/04  
**Record ID** 5947  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Christa Cervantes  
**Response Date** 10/22/04  
**Resolution** 10/22/04

Customer had received an Internet relay call and wanted to place a block on his line from all relay calls.

Outreach Specialist explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Outreach Specialist suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

**Service Complaints--  
Fraudulent/Harassment Call**

**Inquire Date** 10/22/04  
**Record ID** 5945  
**Call Taken By** Customer Service Rep  
**CA Number**  
**Responded By** Tina Collingham  
**Response Date** 10/22/04  
**Resolution** 10/22/04

Customer has been receiving harassing phone call through IP relay and wants her number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Because the customer stated that the calls were coming from other Internet Relay providers, Customer Service gave the appropriate Customer Service numbers for the other providers to the customer. Supervisor suggested that the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

**Service Complaints--  
Fraudulent/Harassment Call**

**Inquire Date** 10/25/04  
**Record ID** 5951  
**Call Taken By** Supervisor  
**CA Number**  
**Responded By** Mila Simmons/Barb Handrup  
**Response Date** 10/25/04  
**Resolution** 10/25/04

Customer would like relay calls blocked from calling his/her number. The customer wanted our attorney's name and contact information. Customer was still very upset that the relay could not help him/her from blocking the relay calls and wanted the telephone number to reach the Relay Manager.

Supervisor stated that this information would be forwarded to the Relay Manager, and gave the customer the number to contact the Relay Manager. Relay Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 10/27/04  
Record ID 5958  
Call Taken By Operations Mgr  
CA Number  
Responded By Barb Handrup  
Response Date 10/27/04  
Resolution 10/27/04***

Customer wanted to report a fraudulent phone call that she received through Sprint Internet Relay. Customer did not know the CA number or any other call information.

Relay Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that the calls were coming from another Internet Relay providers, the Relay Manager gave the appropriate Customer Service number for the other provider to the customer. Relay Manager suggested contacting law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/2/04  
Record ID 6000  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 11/2/04  
Resolution 11/2/04***

Customer would like to block relay from calling his/her number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/3/04  
Record ID 6006  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 11/3/04  
Resolution 11/3/04***

Customer has received Internet relay calls and would like all relay calls blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/3/04  
Record ID 6007  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Dixie Ziegler/Tina  
Collingham  
Response Date 11/3/04  
Resolution 11/3/04***

Customer would like to block all relay calls since she has been receiving scam calls through the IP relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Because the customer stated the calls were coming from other Internet Relay providers, the Supervisor gave the appropriate Customer Service numbers for the other providers to the customer. Customer Service suggested the caller contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/3/04  
Record ID 6009  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 11/3/04  
Resolution 11/3/04***

Customer would like his phone number blocked from all scam and Internet relay calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/10/04  
Record ID 6036  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 11/10/04  
Resolution 11/10/04***

Customer has been receiving harassing phone calls through the Internet relay and is very frightened. Customer wants to block the telephone number that is calling her.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact her local telephone company. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/16/04  
Record ID 6050  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 11/16/04  
Resolution 11/16/04***

Customer would like his telephone number blocked from all relay calls, as he has been receiving harassing phone calls through HIP Relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact his local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/19/04  
Record ID 6056  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 11/19/04  
Resolution 11/19/04***

Customer has been receiving harassing telephone calls through HIP Relay and would like the relay to block all types of relay calls to his/her number.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---



---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/23/04  
Record ID 6065  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 11/23/04  
Resolution 11/23/04***

Customer wants to block all calls coming through the relay to their telephone number. Customer stated that they had received Internet relay calls and the telephone number was showing a 612 area code.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that if this happens again, the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 11/29/04  
Record ID 6074  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 11/29/04  
Resolution 11/29/04***

Customer has been receiving harassing phone calls through HIP Relay Service. Customer indicated that the three other Internet Relay providers have placed a block on her telephone line.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to the local law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor explained that she could not comment on what other Internet Relay providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/1/04  
Record ID 6080  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/1/04  
Resolution 12/1/04***

Customer received a fraudulent phone call through Internet relay and wanted to let the relay know that this type of calling is happening.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/6/04  
Record ID 6088  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 12/6/04  
Resolution 12/6/04***

Customer would like to block his/her number from receiving IP Relay calls.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/9/04  
Record ID 6096  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 12/9/04  
Resolution 12/9/04***

Customer would like to block all Internet relay calls from his/her number. Customer stated that another provider blocked relay calls and the customer wanted to know how can the caller be stopped.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to the local law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor explained that she could not comment on what other Internet Relay providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/13/04  
Record ID 6103  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 12/13/04  
Resolution 12/13/04***

Customer has been receiving harassing phone calls through HIP Relay and the customer wants their telephone number blocked from all relay calls. Customer wanted the name of the Relay Attorney.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor advised the customer to contact the relay between the hours of 8:00 AM to 5:00 PM Monday through Friday to speak to the Relay Manager in regards to the attorney. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/14/04  
Record ID 6110  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/14/04  
Resolution 12/14/04***

Customer has been receiving fraudulent calls at his place of business, through HIP Relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/14/04  
Record ID 6108  
Call Taken By Operations Mgr  
CA Number  
Responded By Tina Collingham  
Response Date 12/14/04  
Resolution 12/14/04***

Customer has been receiving fraudulent phone calls through Internet relay and wondered what could be done to block the number.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/19/04  
Record ID 6150  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 12/21/04  
Resolution 12/21/04***

Customer has been receiving harassing phone calls through IP relay and would like his number blocked from all relay calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/22/04  
Record ID 6128  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/22/04  
Resolution 12/22/04***

Customer wants a block on his/her number from all types of relay calls, as he/she has received some harassing Internet calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/23/04  
Record ID 6133  
Call Taken By Customer Service Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/23/04  
Resolution 12/23/04***

Customer has been receiving harassing phone calls through Internet relay and wants the number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/29/04  
Record ID 6141  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/29/04  
Resolution 12/29/04***

Customer has been receiving harassing phone calls through Internet relay, directed at her daughter.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/29/04  
Record ID 6140  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/29/04  
Resolution 12/29/04***

Customer has been receiving harassing phone calls through the Internet and wants her number blocked from all relay calls.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/29/04  
Record ID 6139  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/29/04  
Resolution 12/29/04***

Customer was upset because he has been receiving harassing phone calls through HIP Relay and wants his number blocked from all relay calls. Customer was quite upset that Sprint and MCI were blocking his calls and filing paperwork with the office in charge of his investigation but Hamilton will not do this.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact his local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer Service explained that she could not comment on what other Internet Relay providers are doing in regards to this issue. Customer was still upset.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/30/04  
Record ID 6145  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 12/30/04  
Resolution 12/30/04***

Customer was upset because he has been receiving harassing phone calls through Internet relay and wants the calls to stop.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/30/04  
Record ID 6144  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 12/30/04  
Resolution 12/30/04***

Customer would like his/her number blocked from all relay calls because he/she has received harassing calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 12/31/04  
Record ID 6147  
Call Taken By Lead CA  
CA Number  
Responded By Tina Collingham  
Response Date 1/3/05  
Resolution 1/3/05***

Customer has been receiving harassing phone calls through Internet relay in the middle of the night. Customer would like to block all calls from all relay services.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/1/05  
Record ID 6196  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 1/1/05  
Resolution 1/1/05***

Customer has been receiving harassing phone calls through the Internet relay and wondered what can be done to make them stop. Customer wanted to know how HIP Relay works and is very disappointed that people are taking advantage of this service.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Lead CA also explained the relay to the customer. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/3/05  
Record ID 6202  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/3/05  
Resolution 1/3/05***

Customer was upset because he has been receiving harassing phone calls through HIP. Customer stated that he is on the National "Do Not Call List" and if we do not quit calling him he is going to sue the relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact his local telephone company about this issue and to report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/4/05  
Record ID 6206  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/4/05  
Resolution 1/4/05***

Customer would like his number blocked from receiving harassing Internet relay calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/5/05  
Record ID 6209  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Vicki Hawthorne  
Response Date 1/5/05  
Resolution 1/5/05***

Customer stated that he/she is receiving harassing phone calls through Internet relay and would like all relay calls blocked to their number. Customer stated that Sprint and AT&T were able to block calls and wondered why Hamilton does not.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to the local law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Lead CA explained that she could not comment on what other Internet Relay providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/5/05  
Record ID 6208  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/5/05  
Resolution 1/5/05***

Customer has been receiving fraudulent calls through Internet relay and would like his/her number blocked from all types of relay calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/10/05  
Record ID 6217  
Call Taken By Program Mgr  
CA Number  
Responded By Christa Cervantes  
Response Date 1/10/05  
Resolution 1/10/05***

Customer was very upset because she has been receiving obscene phone calls from Internet relay. Customer wanted to know how to block these calls from coming to her.

Outreach Specialist explained to the customer tht ADA and FCC rules for functional equivalency do not allow us to block relay calls. Outreach Specialist suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/13/05  
Record ID 6224  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/13/05  
Resolution 1/13/05***

Customer has been receiving fraudulent calls through Internet relay and wants to know how to tell if relay calls are legitimate.

Customer Service encouraged the business to follow good business practices, just as if the caller was not using the relay. Unfortunately, there is no way to know for sure at the time of the call. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/14/05  
Record ID 6232  
Call Taken By Supervisor  
CA Number  
Responded By Derek Williamson  
Response Date 1/14/05  
Resolution 1/14/05***

Customer called to report a fraudulent call over IP relay. Customer wanted to know if we could track these calls.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Supervisor suggested that the customer report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor stated that the content of the call is not recorded, but that such information as telephone numbers or IP addresses and time of call could be made available with a court order. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/15/05  
Record ID 6237  
Call Taken By Supervisor  
CA Number  
Responded By Brenda Malsbury  
Response Date 1/15/05  
Resolution 1/15/05***

Customer has been receiving harassing phone calls through the Internet and wanted to know how to block the calls. Customer stated that MCI and AT&T were going to block the calls how come Hamilton will not block these calls?

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor explained that she could not comment on what other Internet Relay Providers are doing in regards to this issue. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/17/05  
Record ID 6240  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/17/05  
Resolution 1/17/05***

Customer has been receiving harassing phone calls through HIP Relay to her son's cell phone. Customer wants these calls to stop. Customer has contacted the police in Louisiana in regards to this issue.

Customer Service explained that due to the FCC and ADA rules for functional equivalency the relay is unable to block calls being placed through the relay. Customer Service suggested the customer contact their service provider in regards to this issue. Customer understood. The police officer that the customer had spoken with, has been in contact with the relay and the subpoena letter has been sent to the officer. There has been no further contact on this issue.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/17/05  
Record ID 6243  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 1/17/05  
Resolution 1/17/05***

Customer stated that her daughter received an Internet relay call on her cell phone that was very disgusting.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/17/05  
Record ID 6244  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 1/17/05  
Resolution 1/17/05***

Customer stated her daughter has been receiving obscene phone calls on her cell phone through Internet relay and wondered why the relay would place a call like this. Customer could not believe that the FCC would make CAs relay these types of calls. Customer stated that she was going to contact the FBI.

Supervisor stated that contacting law enforcement is our recommendation under these circumstances. Supervisor also explained that if the customer obtains a court order, then we could release the call information to the Court. Supervisor explained the FCC rule that states CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/18/05  
Record ID 6245  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 1/18/05  
Resolution 1/18/05***

Customer would like all relay calls blocked because he/she has been receiving harassing calls through IP relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/18/05  
Record ID 6249  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/19/05  
Resolution 1/19/05***

Customer stated that he receives two or three calls a month to his business. The IP relay calls received are scam calls and he would like these types of calls to stop.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if these calls are placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/18/05  
Record ID 6246  
Call Taken By Supervisor  
CA Number  
Responded By Mila Simmons  
Response Date 1/18/05  
Resolution 1/18/05***

Customer wanted all relay calls blocked to his/her telephone number. Customer has been receiving harassing calls through Internet relay.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---



---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 1/18/05  
Record ID 6247  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 1/18/05  
Resolution 1/18/05***

Customer and family have received threatening and disgusting phone calls through HIP Relay and want the calls to stop.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 1/20/05  
Record ID 6253  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/20/05  
Resolution 1/20/05***

Customer has been receiving harassing phone calls through IP relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 1/20/05  
Record ID 6254  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/20/05  
Resolution 1/20/05***

Customer was very upset about receiving prank calls to his telephone number in the middle of the night through IP relay. Customer wants his number blocked as soon as possible. After explaining why we are unable to block relay calls, the customer stated "You need to pass this message along. Sprint has taken my numbers and is blocking them and Sprint is sending me verifications forms. Sprint seems to be willing to help and Hamilton is just protecting the criminals!".

As stated above, Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer Service stated that the relay could not respond on what other Internet Relay providers are doing in regards to this issue. Customer was still upset.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 1/20/05  
Record ID 6255  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/20/05  
Resolution 1/20/05***

Customer wants to know how to have her number blocked from Internet relay calls because she has been receiving harassing phone calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/21/05  
Record ID 6257  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/21/05  
Resolution 1/21/05***

Customer has been receiving prank phone calls through HIP Relay and wants the calls blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/22/05  
Record ID 6260  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 1/22/05  
Resolution 1/22/05***

Customer has been receiving fraudulent calls through Internet relay and wanted to know how to report this and get the number blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/24/05  
Record ID 6302  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/2/05  
Resolution 2/2/05***

Customer would like to block Internet relay calls because he/she have been receiving harassing phone calls.

Customer Service also explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/27/05  
Record ID 6273  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/27/05  
Resolution 1/27/05***

Customer has received an Internet relay fraudulent call. Customer wanted to let the relay know of this activity.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/27/05  
Record ID 6272  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 1/27/05  
Resolution 1/27/05***

Customer has been receiving harassing calls through Internet relay. Customer would like to have a global block so he/she does not receive any other calls through the relay.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the court information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/31/05  
Record ID 6286  
Call Taken By Lead CA  
CA Number  
Responded By Karen Griffin  
Response Date 1/31/05  
Resolution 1/31/05***

Customer has been receiving IP prank calls and would like to block his/her home number from the relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local law enforcement or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/31/05  
Record ID 6285  
Call Taken By Lead CA  
CA Number  
Responded By Karen Griffin  
Response Date 1/31/05  
Resolution 1/31/05***

Customer has been receiving abusive calls through Internet relay. Customer would like her number blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/31/05  
Record ID 6284  
Call Taken By At Work Station  
CA Number  
Responded By Karen Griffin  
Response Date 1/31/05  
Resolution 1/31/05***

Customer stated that he has received five prank calls through HIP Relay and wants the number blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/31/05  
Record ID 6283  
Call Taken By At Work Station  
CA Number  
Responded By Karen Griffin  
Response Date 1/31/05  
Resolution 1/31/05***

Customer has been receiving harassing phone calls through Internet relay and wants these calls to stop.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 1/31/05  
Record ID 6281  
Call Taken By At Work Station  
CA Number  
Responded By Tina Collingham  
Response Date 2/2/05  
Resolution 2/2/05***

Customer stated that her daughter has been receiving threatening phone calls through Internet relay and wants these calls to stop.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/1/05  
Record ID 6290  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 2/1/05  
Resolution 2/1/05***

Customer stated that her daughter is receiving harassing and threatening phone calls through IP relay. Customer wanted to know if there is a way to block these calls.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/1/05  
Record ID 6288  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/1/05  
Resolution 2/1/05***

Customer has been receiving harassing phone calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/1/05  
Record ID 6289  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/1/05  
Resolution 2/1/05***

Customer has been receiving harassing phone calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/3/05  
Record ID 6303  
Call Taken By At Work Station  
CA Number  
Responded By Karen Griffin  
Response Date 2/3/05  
Resolution 2/3/05***

Customer has been receiving text messages from an unknown person late at night through the Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/3/05  
Record ID 6306  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/3/05  
Resolution 2/3/05***

Customer has been receiving fraudulent phone calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/4/05  
Record ID 6308  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/4/05  
Resolution 2/4/05***

Customer has been receiving harassing phone calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/4/05  
Record ID 6309  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane Taylor  
Response Date 2/4/05  
Resolution 2/4/05***

Customer stated that her daughter has been receiving harassing and obscene calls through Internet relay. Customer felt that if enough people complain, perhaps there would be more control issued over Internet relay calls. Customer was convinced that the caller knew her daughter from the information the caller had.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Assistant Operations Manager suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/4/05  
Record ID 6310  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/4/05  
Resolution 2/4/05***

Customer has been receiving fraudulent calls through Internet relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/6/05  
Record ID 6311  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/6/05  
Resolution 2/6/05***

Customer wanted to know who is calling him/her through Internet relay as he/she has been receiving harassing phone calls.

Lead CA explained that due to confidentiality laws, we are unable to release this information. Lead CA suggested that the customer contact law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/7/05  
Record ID 6314  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/7/05  
Resolution 2/7/05***

Customer has been receiving harassing calls through Internet relay and wants his/her number blocked from the relay.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/8/05  
Record ID 6315  
Call Taken By At Work Station  
CA Number  
Responded By Karen Griffin  
Response Date 2/7/05  
Resolution 2/7/05***

Customer has been receiving abusive prank calls through IP relay.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/8/05  
Record ID 6317  
Call Taken By Customer Service  
CA Number  
Responded By Tina Collingham  
Response Date 2/8/05  
Resolution 2/8/05***

Customer has been receiving fraudulent calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/10/05  
Record ID 6324  
Call Taken By Lead CA  
CA Number  
Responded By Chris Doyle  
Response Date 2/10/05  
Resolution 2/10/05***

Customer has been receiving some very harassing Internet relay calls.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Lead CA suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/17/05  
Record ID 6360  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/17/05  
Resolution 2/17/05***

Customer stated that he just spent an hour and a half on a scam call through Internet relay and he would like his number blocked. The customer wanted the number for the FCC, because Sprint is able to block his number and wanted to report that Hamilton won't block those calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Customer Service gave the telephone number and website for the FCC to the customer. Customer Service stated that the relay could not respond on what other Internet Relay providers are doing in regards to this issue. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/17/05  
Record ID 6361  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/17/05  
Resolution 2/17/05***

Customer is upset because of all the Internet calls he has been receiving that are fraudulent. Customer stated he would like the telephone number for the FCC.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer Service gave the telephone number and website to the customer for the FCC. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/17/05  
Record ID 6362  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/17/05  
Resolution 2/17/05***

Customer stated he has been receiving fraudulent phone calls through Internet relay and would like them to stop. Customer would like his number blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact his local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 2/17/05  
Record ID 6345  
Call Taken By Program Mgr  
CA Number  
Responded By Christa Cervantes  
Response Date 2/17/05  
Resolution 2/17/05***

Customer wanted to report a fraudulent call received through IP relay.

Outreach Specialist explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Outreach Specialist suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 2/18/05  
Record ID 6366  
Call Taken By Lead CA  
CA Number  
Responded By Vicki Hawthorne  
Response Date 2/18/05  
Resolution 2/18/05***

Customer wanted relay calls blocked from his residence because he has been receiving scam calls through Internet relay.

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact his local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 2/20/05  
Record ID 6376  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/22/05  
Resolution 2/22/05***

Customer has been receiving threatening phone calls through Internet relay and would like his number blocked. Customer stated he has spoken to two other companies that will block calls and would like the telephone number for the FCC.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service gave the telephone number and website for the FCC to the customer. Customer Service suggested that the customer contact his local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints—  
Fraudulent/Harassment Call***

***Inquire Date 2/21/05  
Record ID 6373  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/21/05  
Resolution 2/21/05***

Customer has been receiving harassing phone calls through Internet relay and would like these calls to stop.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact his local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---



---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/21/05  
Record ID 6369  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Diane Taylor  
Response Date 2/21/05  
Resolution 2/21/05***

Customer called to complain about all the fraudulent Internet relay calls that are coming to his/her number. Customer would like these calls to stop and to block his/her number.

Assistant Operations Manager explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/21/05  
Record ID 6371  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/21/05  
Resolution 2/21/05***

Customer has been receiving scam calls through Internet relay and wants to know who to contact in regards to this issue.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/21/05  
Record ID 6368  
Call Taken By Lead CA  
CA Number  
Responded By Jody Kent  
Response Date 2/21/05  
Resolution 2/21/05***

Customer has been receiving harassing phone calls through Internet relay and would like the calls to stop.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/21/05  
Record ID 6370  
Call Taken By Supervisor  
CA Number  
Responded By Derek Williamson  
Response Date 2/21/05  
Resolution 2/21/05***

Customer was upset because someone defrauded him through IP relay.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Supervisor suggested that the customer report this type of activity to law enforcement. Customer understood.

---

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/22/05  
Record ID 6374  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/23/05  
Resolution 2/23/05***

Customer stated that he would like his number blocked from the relay because of harassing Internet relay calls.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/23/05  
Record ID 6379  
Call Taken By Supervisor  
CA Number 1326  
Responded By Mila Simmons  
Response Date 2/23/05  
Resolution 2/23/05***

Customer wanted to report a fraudulent call received through IP relay.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. The Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/23/05  
Record ID 6378  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/23/05  
Resolution 2/23/05***

Customer has been receiving fraudulent calls through Internet relay attempting to order products to be shipped overseas.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---

***Service Complaints--  
Fraudulent/Harassment Call***

***Inquire Date 2/24/05  
Record ID 6389  
Call Taken By Customer Service  
Rep  
CA Number  
Responded By Tina Collingham  
Response Date 2/24/05  
Resolution 2/24/05***

Customer has been receiving harassing calls through Internet relay.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. It is not known if this call was placed through Hamilton Internet Relay or another Internet Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was satisfied.

---